

## Information Technology Advisory Board

MAY 28, 1997  
MEETING MINUTES

### ATTENDEES:

Lew Davison, Chairman	Don Lloyd	Larry Seneker
Joyce Backes	George Marshall	Robert Shoop
Rich Beckwith	George Marshall	Don Slinkard
Matthew Benton	Bill Mitchell	Carolyn Steidley
Mike Benzen	Chris Mueller	Cherie Telker
Matt Blotevogel	John Neibel	Gloria Thompson
Tammy Childress	Mitch Odneal	Gloria Thompson
Pat Brooks	Rex Peterson	Brenda Verhoff
Kristen Cook	Richard Pierce	Mike Wankum
David Finch	Cindy Renick	Debbie Wells
Jan Grecian	Jim Roggero	Debbie Wells
Gina Hodge	Betty Rottmann	Gerry Wethington
Max Joyce	Cindi Rutherford	Larry Wingate
Rita Kerperin	Frank Schonhardt	Rise' Williamson
Jim Latteman	Dave Schulte	Larry Woodburn

### OPENING REMARKS

Lew Davison, Chairman, called the ITAB meeting to order at 8:30 a.m. on May 28, 1997 in the Interpretive Center, Office of the Secretary of State, 600 West Main Street, Jefferson City, Missouri. He welcomed everyone to the meeting.

### APPROVAL OF MINUTES

1. Approval of the April 23, 1997, Information Technology Advisory Board Meeting Minutes

Lew asked for additions, deletions or corrections to the April 23, 1997, ITAB meeting minutes. Jim Roggero made a motion, seconded by Gina Hodge, that the

minutes be approved as written. The motion was unanimously approved.

ACTION REQUIRED: None.

## GENERAL BUSINESS

### 1. CIO Update (Mike Benzen)

Mike presented the CIO update as follows:

1. On August 27, the Governor is tentatively scheduled to attend our ITAB meeting. If confirmed, he will first tour the State Data Center and then attend the meeting. We will not receive a confirmation until sometime in June. As additional information is received, it will be provided the ITAB group.

2. Mike voiced concern over the low attendance at "Thursdays at 10:00" programs. It was suggested the agencies may want to provide additional names to Larry to add to the distribution list to receive notification of these sessions. This may help to boost attendance. Also it was suggested that the vendors maybe encouraged to also notify customers when they are scheduled to make a presentation. Universities may also be added to the distribution list.

3. On the Super Server issue, Tandem and IBM have expressed interest. There appears to be widespread interest in large scaleable NT servers. They will be making a presentation.

ACTION REQUIRED: None - informational.

### 2. ORACLE Cost Update (Jim Poole)

This item has been turned over to the Software Standards Committee to be covered under software standards.

ACTION REQUIRED: None

### 3. Software Standards (Chris Wilkerson)

Mike mentioned the Standards meeting is scheduled for June 13. He asked that if you personally cannot attend, please send someone from your staff who can speak for your agency. Also if you are bringing additional people, let Jan know how many will be attending from your respective agency, so she may have an accurate count for the meals. There should be a report available for the next meeting.

ACTION REQUIRED: Meeting scheduled on June 13.

Call Jan on attendance if more than one representative.

### 4. Year 2000 (Cindi Rutherford)

Cindi reported the budget for the Year 2000 conversion has been approved for \$57.6 million. It is awaiting the Governor's signature. They are working now on planning for the two pilot projects. Draft planning documents should be available later this week.

An Evaluation Committee is looking at the software tools that will be resident on the network. The bid will be closed next week. These tools should be on the network by the end of June. There should be approximately \$600,000 in uncovered costs. The amount will be prorated out to the agencies who have COBOL proportionately to the programs they have.

The Consultants for the Year 2000 program will be moving into their facilities by the end of June.

ACTIONS REQUIRED: None - Informational

### 5. Data Center Consolidation (Gerry Wethington)

Gerry Wethington reported the Steering Committee will meet on June 25.

Dan Steidley and Gerry met to work on the Memorandum of Understanding between the Highway Patrol and the Consolidated State Data Center and everything is pretty well worked out.

Joyce and Gerry's staffs have been working on a Service Level Agreement.

A template that may be used by all agencies that feels the need to execute such an agreement with the Consolidated Data Center is being prepared. The Memorandum of Understanding and the Service Level Agreements are complimentary documents - there should not be overlaps nor gaps between the two documents. He hopes to have final drafts available for review at the Steering Committee's June 25th meeting.

They are also working on the transition plan to move the Highway Patrol and Department of Labor operations over to the Consolidated Data Center on October 4-5. In addition to the asset swap box, there will also be an upgrade around the middle of July or first of August which will give them 60 days to get everything installed.

Gerry and Lew will be meeting soon to resolve the issue of 800+ duplicate userids between the Highway Patrol and Department of Transportation.

Lew mentioned the bid for MoDOT's mainframe upgrade is on the streets and due back by the end of the month. It should keep us alive until the consolidation. The SP2 is being installed right now. so we can off-load our ADSM - backup system from our mainframe so we can give additional relief to our main frame. March 31 is the target for completion of the consolidation.

**ACTION REQUIRED:** Steering Committee meeting June 25.

#### 6. Prime Vendor (Larry Seneker)

Mike mentioned there are areas in Prime Vendor that will require additional work. We have accomplished : 1) the fact that we do not have to rebid each time the technology changes; 2) got around having to amend prices every time the market changes; 3) presently we have a choice of 6 tier I and tier II products; 4) new products are automatically added to the contract; and 5) when a product is discontinued, it is automatically removed.

Problem areas are: 1) the web site is inadequate and does not stay current and, 2) the 800 lines are a problem - getting call backs is a continuous complaint.

If the web site would remain current it would eliminate a large number of the 800 line problems. GE Capital web site is prepared once a week in Minnesota. They will be making a change to this and by mid-June the web site will be tied to the live database and be current at all times. They will also be beefing up the 800 lines. A three-day workshop is being scheduled with state people and GE Capital personnel as well as a facilitator. Items to be discussed will be the web page, the things that matter to the customer, what we expect and how we measure it. He also anticipates we will bring those reports to future ITAB meetings. We will also start keeping records on problems and check from time to time to see what types of improvements in service are being made. Give Jan a call if you would like to be added to the invitation list for the 3 day workshop. The contract period is for 2 years with a renewal for an additional three years. We have the option to terminate the contract at any time.

Prime Vendor was looking for a single point of contact for PC support. This appears not to be possible. For instance, a special contact number will be provided for ORACLE, etc.

The largest major problem with the Prime Vendor Contract has been Gateway. Mike will be meeting with them tomorrow. A major problem is that the same model machines have different components in them and with the variations in these products may not be network compatible. They are getting ready to announce a "corporate" line of products which will be added to our

contract and the "household" line will probably be discontinued. Various members expressed problems with shipping of Gateway machines. Send Mike a notification of any problems so they may be discussed with Gateway representatives at tomorrow's meeting.

**ACTION REQUIRED:** Notify Jan on attendance at 3 day workshop.

Meeting with Gateway. Send Mike notification of Gateway problems.

#### 7. MAN Project Update (Gail Wekenborg)

No report this month. An update will be provided next month.

#### 8. Personnel Committee (Joyce Backes)

Joyce reported the Education Fair held at the Central Bank facility on Southridge Drive was a tremendous success with over 180 people in attendance. Many businesses and colleges provided booths. The next step will be to give aptitude tests. GTE is certified to administer the tests. KRCG TV has joined the coalition and have offered to produce a video which will target High School level. Mike also mentioned Columbia College reported 32 people signed up for technology classes within four days of the fair. One of their Subcommittees is working on classification requirements, skills, experience, etc. and are about ready to submit to the Personnel Committee their first two sets of specifications.

She also mentioned they are planning to distribute brief resumes from people who are graduates or interns from the various colleges by way of the E-mail systems to get the information out to the various agencies.

**ACTION REQUIRED:** Informational - None.

#### 9. Information Technology Education Advisory Committee (Jim Roggero)

Jim reported his committee met on May 20 They are looking at three

basic areas:

1 . Policy issues. They are looking at how large the training program

should be, how many classrooms we need, rate structures , etc. These items will again be discussed at the next meeting scheduled on June 17.

2. Jan chaired a Subcommittee which dealt with specific training needs,

areas of education to be address by the Education Advisory Committee, scope of services, utilization of the Center, number of classrooms, type of equipment, etc.

3. Staffing will also be necessary.

The Committee will make a presentation at the next ITAB meeting.

**ACTIONS REQUIRED:** Report to next ITAB meeting on policy

issues, etc.

#### 10. Internet/MOREnet (Bill Mitchell)

Dave mentioned the appropriation for Higher Education has been passed by the legislature and is presently awaiting signature by the Governor. This will subsidize all the State's internet connections. They plan to have an 8 to 10 megabit connection in Jefferson City at no additional cost to the state. They will also provide 3 DS3 lines into Jefferson City. A T1 line to Springfield is

installed and will be up in about a week. The Modem pool has been upgraded with an additional 48 modems and this should be in operation in a couple of days. Also the State Data Center is now operating an authoritative DNS. Research scheduled this year will be on video across the network. There is a great deal of new technology in this area.

ACTIONS REQUIRED: None- informational

#### 11. Statewide Purchasing Update (Larry Seneker and Cindi Rutherford)

1. Larry reported presently the State does not have a contract to purchase enterprise servers. In his research he found that HP, IBM, Compaq, Tandem and Digital are the major sources. Since three of these are currently on prime vendor we may go with them. However, Tandem is not on Prime Vendor but is interested in bidding. He is researching how they can be added.

2 . A router contract should be awarded in about two weeks.

3. A statewide consulting contract has been awarded. There are ten categories - six companies that were awarded parts of the contracts They are: IBM, Huber, Federal Systems, Phoenix Planning and Evaluation, SAIC, Application Design and Development. The Contract Number is C70008800 1-6. Al Collier is the buyer on this contract and you may get in touch with him.

There will be a meeting on FOCUS coming up very soon. We are also talking with Texas Instruments and renegotiating the contract. John Neibel is attending this meeting today if anyone has any questions relating to the Sterling Software acquisition of the composer arm of TI. Mike mentioned he feels a meeting will need to be set up with composer users to iron out some of the questions. Jan will schedule this meeting.

Lanny Wingate reported the bid closed on Friday on the information resources contract, presently with the Meta group, with four responses These will be evaluated and a contract awarded some time in June.

ACTIONS REQUIRED: Jan will schedule meeting with TI.

Meeting scheduled with FOCUS.

#### 12. Network Consolidation Study (Mike Benzen)

No report this month.

#### 13. SDC - Internet (Don Lloyd)

Don reported, per instructions at the last meeting, his committee met again to iron out problems. They decided to survey all the agencies with internet users to find out the extent of the usage. Also since the appropriations were passed this brought the total amount of funding necessary on a one-time basis for this fiscal year down to \$32,245.05. This brings rates down from \$2.63 for minimal usage to \$5.26 for significant usage. Agencies not responding have until June 15 to provide information. It was decided to take the two numbers and average them, divide the final rate and define the cost. Bills will be sent in July.

ACTIONS REQUIRED: Send out bills in July.

#### 14. E-Mail Reporting (Larry Seneker)

Larry reported the E-Mail Committee will be meeting on June 4 at 1:30 p.m. in Room 490 of the Truman Building. Recommendations will be ready to present at the next ITAB meeting.

ACTIONS REQUIRED: Presentation at June ITAB Meeting

#### 15. MAIRS TCP/IP (Jim Schutt)

Lanny Wingate explained a system called the MAIRS system (Management Applications Information Resources System) was recently developed which basically deals with applications for the merit system. It is an automated system using composer product that will allow other agencies to issue their own certificates, etc. needed for agencies under the merit system in filling jobs. It allows for automation of the scoring and the registers can be updated on a daily basis. It will also have an imaging mechanism that, they are in the process of purchasing, that images the applications and make these available at the same time as the certificates are issued. He then introduced Larry Woodburn from OA Personnel Division, who pre-sented an overview of the system. He explained the complexity of the system along with goals that were set and some of the benefits they hope to reap.

He provided statistics on the massive size of the system along with the approximate number of users who will have access to it in the Personnel Division, as well as the merit and even some non-merit agencies. The system will be interfaced with Microsoft Word for accessibility by these agencies. The system should be a tremendous timesaver. He also indicated the system can be run on almost any size machine containing Microsoft Windows NT 4.0. The development of the program has taken approximately two years.

ACTION REQUIRED: None - informational

#### 16. ITG (David Finch)

Dave Finch reported at the last meeting that the ITG User Group would be addressing policy issues. Some of these were addressed at their last meeting. He mentioned he will have several issues to resolve at the next

ITAB meeting.

ACTION REQUIRED: None - informational.

#### DISCUSSION ITEM

##### CASE MANAGEMENT SYSTEM - Jim Roggero

Jim Roggero gave a brief explanation of the Case Management System and how it will be used throughout the court system statewide. The system, known as, "Electronic Courts 2004", is large in scope, and the process takes into account multiple aspects of automation. The demonstration today covers just one aspect. It is automation of the court management system. It is linked with other departments, such as Revenue, Highway Patrol, etc. Pat Brooks provided a technical overview of the project. Carolyn Steidley and Gloria Thompson provided the hands-on demonstration. Gloria explained they have three pilots. The first pilot will be in Montgomery County and they hope to go live on that one in July. Another pilot is the Eastern District Appellate Court. This one is scheduled for November. Jackson County is the third pilot with the hope to go live there in January. They are presently coding and entering cases into the program. They anticipate there will be 1+ million cases per year entered into this system. Training for this system will be a massive effort. Gloria is spearheading the training effort for this program.

#### REPORT OF PLANNED/ACTIVE BIDS

None to report.

#### REVIEW OF ACTION ITEMS

All actions item have been covered with the exception of one. Rita will schedule a meeting with Lew and Gerry to resolve the issue of duplicate users.

### OPEN DISCUSSION

No items were brought up for discussion.

### NEXT MEETING

1. The next ITAB Meeting is scheduled for **Wednesday, June 25, 1997**, at 8:30 a.m. in the Office of the Secretary of State, Interpretive Center.

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Lew Davison

Chairman